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Application No. 10/002,745  
Response to Final Office Action

Customer No. 01933

Attorney Docket No. 01703/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO  
Serial No. : 10/002,745  
Filed : November 2, 2001  
For : TECHNICAL SUPPORT SYSTEM  
Art Unit : 2153  
Examiner : Philip J. Chea

**AMENDMENT UNDER 37 CFR 1.116**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

This is responsive to the Final Office Action mailed August 3, 2005, the term for response to which expires on November 3, 2005.

**Amendments to the Claims** are set forth in the listing of claims which begins on page 2 of this paper. Claims 1 and 3-7 are canceled; claims 2, 8-12, 17 and 20 are amended; and claims 13-16, 18 and 19 are maintained.

**Remarks** begin on page 10 of this paper.

CERTIFICATE OF FACSIMILE  
TRANSMISSION  
TO NO. 1-571-273-8300

TOTAL PAGES: 12

Amendment (11)

I hereby certify that this paper is being facsimile transmitted to the Commissioner for Patents on the date noted below.

N. Sahadeo  
Nalini P. Sahadeo

Dated: October 28, 2005

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by form PTO-2038 attached hereto, authorization to charge the extension fee to Account No. 06-1378.

10/31/2005 MBINAS 00000040 10002745

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